



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTOR(S)	:	Robert Lawrence Gallick
TITLE	:	Call Center Queue Administration
APPLICATION NO.	:	09/511,256
FILED	:	February 23, 2000
CONFIRMATION NO.	:	4237
EXAMINER	:	Shick C. Horn
ART UNIT	:	2666
LAST OFFICE ACTION	:	January 30, 2004
ATTORNEY DOCKET NO.	:	LUTZ 2 00272-1 AGCS 83

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AMENDMENT

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office Action mailed January 30, 2004, on the above-referenced patent application, Applicant respectfully requests reconsideration of the application.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.